



Claire's Dog Walking

Terms of Service

Effective 7th July 2025

These Terms of Service ("Terms") form the basis of the agreement between the Client ("you" or "the Owner") and Claire's Dog Walking ("CDW", "we", "our", or "us") for the provision of dog care services including dog walking and pet taxi transport

By booking any of our services you confirm you have read, understood, and agreed to these Terms.

1. Claire's Dog Walking ("CDW") agrees to provide dog walking and other services applicable in a dependable, caring, and trustworthy manner. In consideration of the services and as an express condition thereof, the client expressly waives and releases CDW from any and all claims against the company, its owner, employees and representatives, except those arising from negligence or wilful misconduct on the part of CDW
2. Client agrees to notify CDW of any concerns within 24 hours of completion of the services
3. Client agrees to pay all charges accrues for services rendered. The Client understands that payment is due at or prior to the time of the commencement of the services unless supplementary payment terms are mutually agreed
4. All dogs must wear a secure collar with ID tags during the provision of the services (except home visits where the dog will not leave their home)
5. We shall exercise all precautions against sickness, injury, escape, loss, accidents, or death of Client's pet(s). CDW is not responsible for sickness, injury, escape, loss accidents or death of Client's pet(s) unless caused through negligence or wilful misconduct on the part of CDW
6. The Client agrees that by admitting their dog, we have relied upon the Client's representation that the dog is in good health, has not harmed or shown aggression or threatening behaviour towards any person or any other animal
7. Client represents and warrants that pet(s) are currently vaccinated in accordance with all laws and regulations, including but not limited to Bordetella (Kennel Cough)
8. The Client represents that pet(s) are up to date on flea and worm treatment
9. In case of emergency (during walks or transport), we will:
10. Contact you immediately where possible
11. Transport your dog to the nearest available vet if urgent care is required (we will aim to attend the veterinary practice you have identified in the Enrolment Form where possible)
12. Retain the right to act in the best interest of your pet if you cannot be reached
13. You agree to reimburse any veterinary fees or associated costs unless the emergency arises due to our negligence
14. Client accepts responsibility for all medical expenses and other damages resulting from an injury to us, any other person or other animal(s) caused by the Client's pet(s)

15. Client is solely responsible for all costs, expenses, losses, liabilities, and claims arising from their pet(s) whilst under the care of CDW, unless we are wilful or negligent
16. The Client agrees that CDW is not responsible for lost, stolen or damaged leads, collars, tags, clothing, or any other item supplied with the pet(s) during the services
17. We reserve the right to charge a cancellation fee of 100% of the scheduled visits for services cancelled with less than 24 hours' notice prior to the scheduled service
18. CDW reserves the right to terminate this contract at any time if we, in our sole discretion, determines that the Client's pet(s) poses a danger to the health or safety of itself, other pets, other people or us. If concerns arise during a scheduled walk, we will attempt to contact the Client to let them know
19. CDW reserves the right to refuse service to any Client, at any time, for any reason
20. This document gives CDW and its representatives authorisation to enter the Client's listed address as needed to perform agreed upon services
21. CDW accepts no liability for any breach of security or loss of or damage to the Client's property if any other person has access to this property during the term of this agreement
22. Client agrees to properly secure the home prior to leaving the premises. CDW will re-secure the home to the best of its ability at the end of each visit
23. In the case of an emergency, inclement weather or a natural disaster, the Client authorises CDW to use reasonable judgment for the care and wellbeing of the Client's pet(s) and residence. We will make reasonable efforts to maintain service during these conditions but reserves the right to adjust the schedule of service based on our sole discretion
24. The Client authorises the use of pet(s) pictures on website, social media and/or marketing materials for promotional purposes. All such media remain the property of Claire's Dog Walking
25. The Terms of this document apply to all new pets that the customer obtains and wishes to add to the service provided on or after the date this document was signed

Addendum: Pet Taxi Service – Terms

This addendum applies to all clients who use the Pet Taxi service provided by Claire's Dog Walking and forms part of the existing agreement between the Client and Claire's Dog Walking.

1. Booking & Availability

Pet Taxi services must be booked in advance and are subject to availability. While every effort will be made to accommodate requested times, same-day bookings cannot be guaranteed

2. Pick-Up and Drop-Off Protocol

The Client is responsible for ensuring their pet is ready for collection at the agreed time. If no one is available at the drop-off location, alternative instructions must be provided in advance. If no arrangements are made and delivery cannot be completed, you will still be charged

3. Transport Safety

All dogs will be securely and comfortably transported using appropriate safety measures, including travel crates or harnesses. Vehicles are climate-controlled and cleaned regularly for hygiene and comfort

4. Delays

Claire's Dog Walking cannot be held liable for delays caused by traffic, weather conditions, road closures, or other events beyond reasonable control. Clients will be contacted if significant delays occur

5. Health and Behaviour

It is the Client's responsibility to notify Claire's Dog Walking of any medical conditions, behavioural issues, or special requirements prior to booking. Dogs showing signs of aggression, illness, or distress may be refused transport at the discretion of the service provider.

6. Emergency Care

In the event of a medical emergency during transit, Claire's Dog Walking will seek immediate veterinary care (we will aim to attend the veterinary practice you have identified in the Enrolment Form where possible). All reasonable attempts will be made to contact the Client. Any veterinary expenses incurred will be the responsibility of the Client.

7. Third-Party Appointments

Claire's Dog Walking is not responsible for the actions of third parties (e.g. vet clinics, groomers, etc.) or for missed appointments due to circumstances outside their control

8. Liability

All reasonable care will be taken to ensure the safety and welfare of pets during transport. However, Claire's Dog Walking will not be held liable for any loss, injury, illness, or death unless caused by proven negligence

9. Payment & Cancellation

Fees for the Pet Taxi service are payable in advance or as otherwise agreed. Cancellations made less than 24 hours prior to the booking may be subject to a cancellation fee

10. Client Consent

By booking the Pet Taxi service, the Client confirms their agreement to these terms and gives consent for their pet to be transported by Claire's Dog Walking